

FACT SHEET
REALIGNMENT OF CREDIT AND
BUSINESS DEVELOPMENT FUNCTIONS

Ex-Im Bank's credit and business development functions have recently been realigned to provide customers with faster and more effective service. The following is a general overview of the new structure and a description of how customer inquiries will be handled.

REALIGNMENT

Small & New Business Group (SNBG)

The SNBG has realigned the Business Development Division to sharpen its strategic focus and expand its traditional responsibilities to better position Ex-Im Bank in this rapidly changing economy. It has established:

- A National Sales Unit, including the six Regional Offices and a headquarters-based Special Initiatives Sales Group and Working Capital Guarantee Sales Group, that will pro-actively sell Ex-Im Bank products (The Special Initiatives Group will have sole responsibility for sales to underserved markets);
- A Customer Service Center that will provide customer assistance and sales support;
- A Marketing Unit that will provide marketing services for all operating divisions within Ex-Im Bank;
- A Product Development Unit which -- working on a cross-divisional basis -- will provide product design and improvement services for all operating divisions within Ex-Im Bank; and
- A Sub-Saharan Africa Unit which will provide marketing and sales services for export financing in Sub-Saharan Africa.

CUSTOMER SERVICE CENTER

The Customer Service Center will expand beyond its traditional handling of phone inquiries by taking on sales and marketing support responsibilities. The Customer Service Center will continue to provide customer information for general inquiries and frequently asked questions. More complex questions will be directed to the Ex-Im Bank staff who have expertise in the area. Most general questions about programs, application instructions, fee quotations, selection of the best Ex-Im Bank program solution, Sub-Saharan Africa questions, or any SNBG questions will be handled by the Customer Service Representatives or directed to a SNBG officer.

Transaction- and country-specific questions, as well as more complex deals, will be handled by the geographically organized business development staff in the Structured & Trade Finance Group. Questions regarding applications in process will be handled by the credit officers responsible for that application.

The contact information for the Customer Service Center is:

Tel: (202) 565-3900
Fax: (202) 565-3931
E-mail: bdd@exim.gov

Structured & Trade Finance Group (STFG)

The STFG will expand its traditional focus on medium- and long-term loans and guarantees by taking on overseas business development and outreach efforts, and the issuance of Letters of Interest (LI's). Further, the STFG has organized its internal structure to better focus on individual customer needs and has established:

- A Trade Finance Division responsible for sovereign, financial institution and medium-term loans and guarantees;
- A Structured Finance Division responsible for long-term corporate credits and project finance transactions;
- A Transportation Division responsible for aircraft transactions and asset-based rail and ship transactions; and
- A Credit Review & Operations Division that will be responsible for credit administration, application in-take and the issuance of LI's.

LI APPLICATIONS AND INQUIRIES

Applications for LI's, requests for amendments and LI inquiries should now be directed to the Credit Applications & Processing Unit. The contact information for that unit is:

Tel: (202) 565-3954 or (202) 565-3960
Fax: (202) 565-3380
Address: 811 Vermont Avenue, N.W. Washington, DC 20571

Any questions concerning the realignment or procedures in addressing customer inquiries should be directed to Bill Redway, Group Vice President, Small & New Business at (202) 565-3633, or Jeff Miller, Group Vice President, Structured and Trade Finance at (202) 565-3601.